(c) if so, the outcome of the survey; and

(d) if not, the reasons therefor?

THE MINISTER OF RAILWAYS (SHRI C. K. JAFFER SHARIEF): (a) There is no rail line on these sections and as such question of conversion of any line does not arise.

(b) to (d) A preliminary Engineering-cum-Traffic Survey for Lalitpur-Khajuraho-Satna, Mahoba-Khajuraho and Rewa-Sidhi-Singrauli (491 kms.) new broad gauge lines are currently in progress. The survey report is expected to be submitted by 30.6.1995.

Further action depends on the resudts of the survey and availability of resources.

Lack of rail facilities insatezllite Town of Delhi

1412. SHRI O. P. KOHLI: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government's attention has been drawn to the news-item captioned "Metropolitan: Hell of a journey" appearing in "The Hindustan Times" dated the 18th January, 1995 (Magazine);

(b) whether it is a fact that due to lack of proper train facilities, the idea of developing satellite towns like Rohtak, Panipat, Meerut, Ghaziabad, Gurgaon, Bahadurgarh, etc. is not taking off the ground; and

(c) if so, the steps taken to develop suburban rail service to these towns, on the lines of suburban train service in Bombay, to decongest the capital city of India and to tideover the acute housing problem in Delhi?

THE MINISTER OF RAILWAYS (SHRI C. K. JAFFER SHARIEF): (a) Yes, Sir.

(b) No, Sir.

(c) Introduction of additional services for the daily commuters travelling between Delhi and nearby town is an ongoing process subject to traffic justification, operational feasibility and resource availability. Accordingly, 10 additional services were introduced on Delhi-Ghaziabad and Delhi-Palwal sections during 1994-95. Besides, load of some EMU trains has been augmented.

Non-functioning of reservation and General enquiry telephoes of Railways

1413. SHRI O. P. KOHLI: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that the reservation and general enquiry telephones of the Railways are not responding to the calls of the public expeditiously and the telephones either remain engaged for long time or no one answers them;

(b) if so, the reasons therefor; and

(c) the details of the concrete steps taken in this regard?

THE MINISTER OF RAILWAYS (SHRI C. K. JAFFER SHARIEF): (a) and (b) The reservation and general enquiry telephones are normally attended to promptly by the staff on duty. At times, the telephones provided for this purpose remain engaged during the peak hours period due to heavy rush of calls.

(c) Additional telephone lines are provided from time to time in enquiry office. Surprise checks are conducted by officers and supervisory staff to ensure that staff do attend to telephone calls promptly. Staff found at fault are taken up suitably.